

# Special Health Care Needs

## Service Coordination

### Description

Service Coordination is a team process that helps an individual/family to review their needs and resources to develop a plan with outcomes to address those needs. Service coordination helps people to navigate the system and assures that services are timely, monitored, and regularly evaluated so that outcomes are met. It is important that each person served is encouraged to develop the skills needed to improve their level of independence. Service coordinators will continue to monitor and evaluate services as long as individuals remain enrolled in Special Health Care Needs. Two levels of Service Coordination include:

- Limited Service Coordination: this service focuses on resolving single issues or limited uncomplicated issues in a short period of time, this is usually achieved in three to six months.
- Extended Service Coordination: this is an intense level of service; usually lasts more than six months and addresses multiple needs.

### Eligibility

- Must have a special health care need
- Must be a Missouri resident

### Services

Service Coordination activities include the following:

- Screening
- Assessment
- Service Planning
- Resource Linkage
- Monitoring
- Transition Planning

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